Naval Medical Clinic Patuxent River

29 Apr 03

Distance from Pax River to…

- **Bethesda Naval Medical Center:** Per Mapquest, 80 miles and 1 hour 47 minutes (longer with traffic)

- **Walter Reed Army Medical Center:** Per Mapquest, 77 miles, 1 hour 43 minutes (longer with traffic)

- **Malcolm Grow Medical Center:** Per Mapquest, 51 miles, 1 hour 16 minutes

Available Services

Aviation Medicine

Family Practice

Internal Medicine

Laboratory

Mental Health

Optometry

Occupational Health

Pediatrics

Physical Therapy

Pharmacy

Radiology

Sports Medicine*

Telemedicine-Mental Health*

Women’s Health

* Limited

Force Health Protection

Deployed Staff

- USNS Comfort-22
- Fleet Hospital (15)-1
- Other deployments-7
- Total number: 30

Force Health Protection

Smallpox Response Team

- Multi-disciplinary team (10 member) prepared in event inoculation required.

Preventive Health Assessment

- Established Birth Month Recall Program for all personnel in flight status
- Performed in conjunction with all periodic active duty physicals

Key Data Elements

	FY01	FY02	FY03
Enrollment	10,661	11,758	11,934
Visits	73,983	72,967	72,048*
Pharmacy **	181,000	210,000	159,000

* Projected number

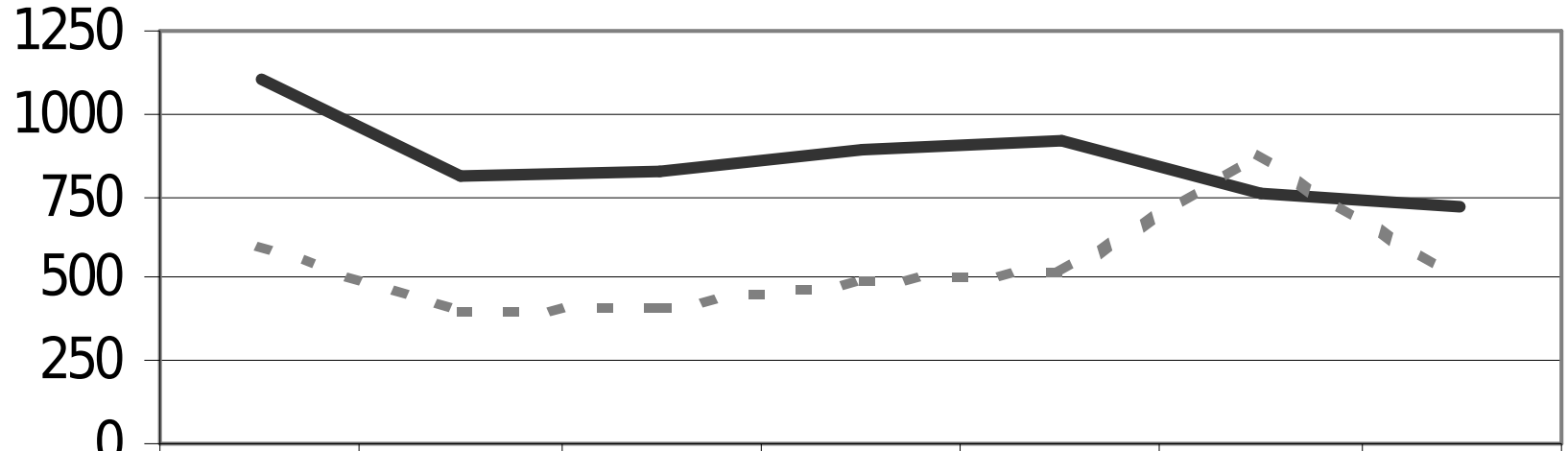
**OTC program stopped

Financial Status

Budget Plan Through 2nd Quarter

- Overall Obligation Rate 99%
- Pharmacy 81%
- Revised Financing 84%

REVISED FINANCE (000)

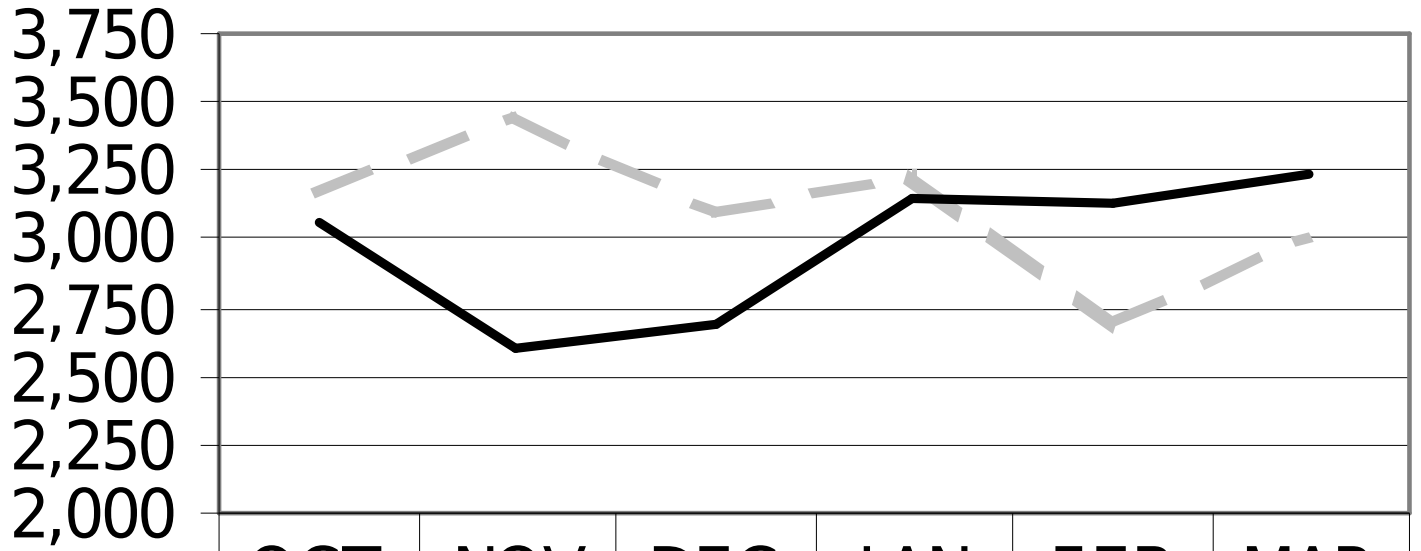


	OCT	NOV	DEC	JAN	FEB	MAR	APR
FY 03	1105	812	823	891	919	755	717
FY 02	600	403	407	493	519	878	491

Efforts to Reduce Network Costs

- Case Management
- Utilization Management
- Liaison with network providers and facility leaders
- Stringent 3rd level review process
- Expansion of specialty services
- Aggressive marketing to providers to offer MTF first - despite travel distance outside access

RVU Comparison



	OCT	NOV	DEC	JAN	FEB	MAR
FY 02	3,159	3,447	3,094	3,232	2,685	3,008
FY 03	3,054	2,605	2,687	3,151	3,129	3,244

RVU/FTE/Day FY 2002

Initiatives:

- Coder on Board
- Formal training for all providers in coding conducted in Jan and Apr 2003
- MEPRs training for all providers to improve accuracy in reporting

Optimization Initiatives

- Established Population Health Department
- Implemented Case Management Program
- Realigning Space
- Moving Pharmacy to NEX
- Created PRIME Class/New Family appointment

Optimization Initiatives

- Piloting URI telemanagement initiative
- Expanded hours to include weekends and holidays through evening clinic contract
- Two top strategic goals:
  - Customer Service
  - Access to Care

Homeland Defense

- Integrated with local tri-county Smallpox Response Team
- Participation in base disaster planning
- Staff training in disaster management

Patient Safety Initiatives

- Staff training completed on patient safety goals
  2003
- Patient safety information on command intranet
  and website
- Monthly AFIP and MedMarx reporting
- Implemented barcoding process for all
  pharmacy scripts

Integration

- Developing relationship with county health departments.
- Aggressive marketing to local network hospitals
- EMS response coordination with local community

Strategic Plan

- Offsite for strategic planning April 2003
- Conducted interactive all-hands session on
  strategic plan, April 23, 2003
- Revised current Mission and Vision Statements
- Aligned Strategic Goals

Challenges

- Network costs
- Location outside access standards of other MTFs
- Aging facility
- EMS

Future Plans

Network Costs

- Develop OB Case Management Program
- Continue aggressive UM
- High-cost specialty services recapture

Facility Plans

- Working with HSO for new clinic site

Future Plans

EMS

- Continue to pursue conversion to base contract

Access to Care

- Optimization initiatives to include review of business rules and template management

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